

## ARIZONA'S FAMILY INVOLVEMENT FRAMEWORK

### **Definition:**

Family involvement is a parent/professional partnership. This partnership begins with the child and his or her family, respects their preferences, interests, needs, culture, language and belief systems, provides opportunities and mechanisms for families to identify their roles within the structure of the system of care and reflects the family's voice.

### **Defined by Action:**

Agencies that have the full spectrum of family involvement . . .

- Provide value driven training by families to administrative, management and front line staff that emphasizes, re-iterates and illustrates the requirement for and value of family involvement – respect and partnering with families.
- Provide on-going training to staff that defines, demonstrates and reinforces the necessity for family voice and choice in service provision.
- Provide formal orientation, training and encouragement for families to become involved in the system of care. Opportunities for family involvement are developed and participation is solicited, input is valued and supported.
- Receive feedback related to the effectiveness and efficiency of the system of care and actively recruit family input in plans for correction, revision and change.
- Provide for family member membership and full participation on policy-making bodies and system development workgroups
- Provide opportunities for 1:1 family support, family mentoring and networking.
- Demonstrate sensitivity to the trust issues that may develop between family members, employed family support personnel and the agencies.
- Provide orientation to families about how the system works and how to make it work for their children. Sharing available information and partnering with the families is a part of how the agency operates. With information, families can be prepared to participate as equal partners in the treatment team and process.
- Demonstrate respect for the family's opinion regarding treatment decisions and progress evaluation through mutual exchange of information and ideas.
- Promote and facilitate family involvement and coordination with other agencies the youth may be involved with. Utilize joint meetings and consistent case plans.
- Demonstrate a culture of respect that permeates the agency – families need to be respected and listened to, their input valued and considered in the treatment planning for the child.
- Assess and consider the family's readiness for involvement, their ability to assume tasks on behalf of their child, and / or the system.
- Include families in all trainings – even those that are specifically for clinicians -- to assist with promoting the culture of family involvement.